

EVALUATION OF IN-SERVICE TRAINING TO INCREASE EMPLOYEE PRODUCTIVITY OF ISFAHAN UNIVERSITY TECHNOLOGY (IUT)

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Abstract

The present study aims to examine the role of in-service training in increasing employee productivity was Isfahan University of technology. In this regard, the role of in-service training on the job, knowledge of the six factors; increasing employee communication, improve compliance with the regulations, provide the services more desirable to increase job satisfaction, clientele and help to change and organizational developments among university staff were studied. Research methods of descriptive– survey type was scrolling. The present population of Isfahan University research staff in 2013-2014 the number of 576 people formed by using the was estimated to be $n = 230$ sample size sampling by Cochran formula. Method of sampling used in this study was a simple random sampling method. Data were collected by a researcher in the demographic information and questions related to the role of in-service training in increasing productivity, which was included on the basis of 51 closed question response 5 degrees was a compilation score Likert. The total reliability of the questionnaire obtained by cronbach's alpha. Results obtained showed that the influence of in-service training in between employees, Isfahan University students about factors: job knowledge, improve employee communications, observe the regulations, optimum service and will help to change and organizational transformation at the level of the operating medium and about the increasing job satisfaction, less than the average level in the total average amount of in-service training impact of increased efficiency in the medium level.

Keywords: *In-Service Training, Productivity, Job Knowledge, Staff Communications, Job Satisfaction*

1- Introduction

In the past, it was thought that time learning with work and life time of are separated and therefore was intriguing for their training before the beginning of the task was given to the people. The man thought for a time to teach and then life and productive and profitable deals and start the work, and the other is for life education where there are intriguing. This has no validity now thought and education have been associated with human. All the people for all time must learn of human knowledge and it's fresh and new with more life and energy to their utility.

Reaching the goals of the Organization depends on the ability of the staff in the assigned duties and adapt to the environment there is a variable. The implementation of the human resources training and improvement will be caused to people and the environment in accordance with organizational changes that, in their activities and effective on their efficiency, not panic. Therefore, continuous training and improvement efforts, and planned to improve management levels to qualities by the employees and the Organization's performance.

The reality is that in today's world, what is important, more than all the human resources, the economists believe that what ultimately so characteristic of the process of economic and social development of a country is determined by the country's human resources, it is not capital or other material resources. These human resources are heaped up in the capital formation, are from natural resources exploitation, economic and social and political organizations to national development and the existence of in. The country that fails to develop the skills and knowledge of its people and the national economy, it has an effective operation; the syntax is not able to give anything to any other development.

Among the factors that employee productivity and organization productivity increase is training community that each person receives in the context of their work. In the field of in-service training can have an important role nowadays that the attention of the human resources management of any organization.

2- Expression of Problem

The current period of human life, coupled with the amazing changes and developments. Organizations as a subset of human life, the increasing need for survival and development, to prepare to deal with these developments. Otherwise it will be removed from the scene of the world competition. The purpose of this preparation, equipment and technology, but it must be valuable personnel and assets to prepare the Organization. Human resources, the most valuable asset of any organization in the capital compared to machines, materials and even money is. None of these are without work force is not free. Training, systematic development of knowledge, skills and attitudes that all employees of the Organization to carry out its task or job should be enough to earn them. As well as the effectiveness and success of the organization relies on people who are working within the Organization, because the Organization's staff have the ability to perform tasks and appropriate cooperation with other staff members for the success of the organizational goals and this will have a need to acquire knowledge and skills related to those jobs [1].

One of the biggest problems today's organizations resulting from the issue of training. The basic agent training elite men and elite can be stylized to be effective managers and staff relations as well. Good to know that your work and enjoyed some of the work of creating the unconscious consent this consent is the result of the workplace knows. The realization of the goal of training enhances this well. The correct communication of knowledge and creating a lot of misunderstanding of education helps prevent poorly this matter comes on [2] Today, training and improvement of human resources as one of the main strategies for positive compatibility with the conditions change as a competitive advantage can be significant as

organizations and hence its strategic position and the importance of the survival and development of the organization is undeniable. The key factor in the development of education is that if not properly and competently planned and executed the economic efficiency can be contributed. Staff training and improvement of strategic actions that will improve the quality of jobs on an individual level and at the level of the operating enterprise excellence and the development of the Organization and at the national level will be increased efficiency. So the most action that infrastructure development in the basic track planning organizations [3].

The future success and prosperity of a skilled work force and affiliate agency with knowledge and experience. It's the same thing that says why effective training tool and essential to the successful achievement of goals of the organization. Training not only enhances the people's initiatives and innovation but also the chance to make it your job, which gives practical form to a worthy and learned to do it this way so as to increase productivity. The word efficiency for the first time by Francois (1694-1774) anymore mathematician and Physiocracy school (Rule of nature) was used. Productivity is a word that is at the level of the macro and micro levels and in a wide range of global and individual productivity includes [4].

In fact, maximum efficiency efficient use of all resources in order to achieve the desired goals of the organization. Skilled manpower training is the most important; factor in the success of any organization is faced with environmental changes. Because this is a man who can use tools and features in order to achieve the objectives of the Organization to use the same syntax for optimal productivity in the workplace is. No doubt the efficiency of the process, including the factors that the durability and longevity of the Organization in the current competitive world ensures.

In-service training, another of the components affecting the productivity of the work force is. The scientific work of the forces may be placed at a very high level, but due to the neglect of in-service training, the necessary skills in the application of their knowledge in the field of business are not working. Now the in-service training of employees in the Executive of the devices has a special position because administrators have found properly the role of the Organization in the promotion of the efficiency of the staff, the role is undeniable; so trying to by training, vocational skills and increases their social goals to guide the Organization towards the goal. But you must see that the training offered in past years over the course of what has been a path. Since Isfahan University of technology as one of the country's most prestigious academic and research centers regarding the annual spending most important information. Therefore, the fundamental question in this study based on whether in-service training role in the rate of productivity is the Isfahan University of technology or not?

Important pillars of modern organizations such as human resources, capital, technology and management have been established, this, according to many pundits, human resources the most important pillar is in between.

Because the efficiency of enterprises shall be subject to the right and duties of these forces is circular in Safi and headquarter. Since 70% of the human resources and capital resources to the establishment of the organizations, thus increasing the human capital requires regular educational activities conducted in all organizational levels [5].

Organizations in accordance with the era of information technology are constantly trying to develop opportunities for its human resource capabilities to provide their performance improved [6].

Therefore, in today's dynamic society, not only staff training and variable has been favorable, but also a necessity for continuous and permanent process and in the Organization and is not temporary. Employees at every level of the Organization, learning and acquiring

the needed levels of knowledge and new skills are better, and you should always do your work for methods to obtain information about the world and to the corresponding organization of other societies did not progress quickly.

So if they see a good organization of staff training and a good education to get them better and can improve the productivity of the Organization failed to monitor managers and supervisors and less about your colleagues will need and at the same time can make them for obtaining higher and full responsibility to prepare, because it is correct in the light of staff training that can make your tasks to perform desired shape.

According to the above the following general reasons, the importance and necessity of the presented research subject, characterized by more than before:

- 1- Evaluation of in-service training in order to increase information and awareness of the current in-service training.
- 2- Evaluation of in-service training in order to provide balanced information to the in-service training, continuing education initiatives and other changes or training process.
- 3- Evaluation of in-service training in order to prepare and provision of training in the future fate of Malachi and effective for the next course, and instrumental.
- 4- Evaluation of in-service training in order to provide valuable information on the success of its educational and social communication effort.
- 5- Evaluation of in-service training in order to increase the flow of expertise and training.
- 6- Evaluation of in-service training to develop human resources and the human environment is perfect for bringing the emergence of developed and the necessary tools to take advantage [7].

3- Research Questions

1. *What is extent to the role of in-service training to improve job knowledge, Isfahan University of technology?*
2. *What is extent to the role of in-service training to improve employee communications, Isfahan University of technology?*
3. *What is extent to the role of in-service training on compliance regulations among the staff of the Isfahan University of technology?*
4. *What is extent to the role of in-service training on providing more favorable to clientele among the staff of the Isfahan University of technology?*
5. *What is extent to the role of in-service training on increasing job satisfaction and employee morale, Isfahan University?*
6. *What is extent to the role of in-service training on organizational change and development assistance among the staff of the Isfahan University of technology?*

4- Methodology

Methodology of this research is descriptive and survey. The statistical community this research all employees, Isfahan University for which the number of 576 people. The sample size using the formula sampling Cochran was estimated to be 230 subjects. In the present study, as well as to collect information of the researcher is used. Reliability of the questionnaire the questionnaire via the cronbach's Alpha (0.87) for the role of the education service in increasing the productivity of the total, respectively.

5- Finding

1. What is extent to the role of in-service training to improve job knowledge, Isfahan University of technology?

Table 1- comparing the average rate of in-service training impact, thereby increasing job knowledge in the hypothetical average 3 in Isfahan University of technology staff

Component	Average	SD	Deviation of mean	t	Degrees of freedom	Significant
Job knowledge	3.07	0.87	0.058	1.268	220	0.206

Based on the findings of the table 1- the average amount of in-service training impact, thereby increasing job knowledge is 3.07. Since t is calculated from the smaller table t. So the amount of in-service training impact, thereby increasing the average level of knowledge is in the job.

What is extent to the role of in-service training to improve employee communications, Isfahan University of technology?

Table 2- comparison of average amount of on-the-job training will improve the impact of communication in the hypothetical average 3 in Isfahan University of technology staff

Component	Average	SD	Deviation of mean	t	Degrees of freedom	Significant
Communication	2.93	0.86	0.056	- 1.168	228	0.244

Based on the findings of the table 3- the average amount of in-service training impact of enhanced communication is 2.93. Since the absolute value calculated from the t table is smaller. So the amount of in-service training impact of enhanced communications, at the level of the medium.

What is extent to the role of in-service training on compliance regulations among the staff of the Isfahan University of technology?

Table 3- comparing the average rate of in-service training impact will observe the provisions in the hypothetical average 3 in Isfahan University of technology staff

Component	Average	SD	Deviation of mean	t	Degrees of freedom	Significant
Observe Provisions	3.09	0.86	0.057	1.629	228	0.105

Based on the findings of the table 3- the average amount of in-service training impact will observe the provisions of 3.09. Since t is calculated from the smaller table t. So the amount of in-service training impact will observe the regulations at the level of the medium.

What is extent to the role of in-service training on providing more favorable to clientele among the staff of the Isfahan University of technology?

Table 4- comparing the average rate of in-service training will impact services offer more favorable to clientele in the hypothetical average 3 in Isfahan University of technology staff

Component	Average	SD	Deviation of	t	Degrees of	Significant
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			mean		freedom	
Favorable to clientele	3.18	0.95	0.063	2.908	228	0.004

Based on the findings of the table 4- average rate impact of in-service training will provide services more desirable to the 3.18 clientele. Since t is calculated from the larger table t. So the amount of in-service training will impact services offer more favorable to intermediate level most is of the clientele.

What is extent to the role of in-service training on increasing job satisfaction and employee morale, Isfahan University?

Table 5- comparison of average amount of in-service training impact, thereby increasing the employees ' job satisfaction in the hypothetical average 3 of Isfahan University of technology

Component	Average	SD	Deviation of mean	t	Degrees of freedom	Significant
Employees ' job satisfaction	2.77	1.01	0.068	- 3.291	219	0.001

Based on the findings of the table 5- the average amount of in-service training impact increases job satisfaction is 2.77. Since the absolute value of t is calculated from the larger table t. So the amount of in-service training impact increases job satisfaction, less than the average level.

What is extent to the role of in-service training on organizational change and development assistance among the staff of the Isfahan University of technology?

The table 6- comparing the average rate of in-service training impact will help to change and organizational developments in the hypothetical average 3 in Isfahan University of technology staff

Component	Average	SD	Deviation of mean	t	Degrees of freedom	Significant
Change and organizational developments	2.86	1.09	0.068	- 1.872	223	0.062

Based on the findings of the table 6- the average amount of in-service training impact will help to change and organizational transformation is 2.86. Since the absolute value calculated from the t-t table is smaller. So the amount of in-service training impact will help to change and organizational transformation, at the level of the medium.

6- Discussion and Conclusions

The importance of the results and the role of job knowledge education in in-service training of the staff once again acknowledge and highlight it. Because the most effective process of in-service training for the transfer of knowledge and skills of the workforce, which led to the flourish of his talent and interest and provide them with the knowledge of the world in order to advance the objectives of the organization makes it familiar. Thus the force trained to coordinate and align with the Organization at hand and this is an important Organization for the realization of the goals of the hand and on the other hand, occupational and professional development of a person in your organization depends on knowledge of the job duties and responsibilities of an organization. The most effective and efficient force trained and the most

valuable assets of any organization and, thereby, any society that are timely and appropriate decisions will save your material and capital costs in the Organization, and in this time between in-service training can be the ability to organize work in the midst of all that he has strengthened this organization will enhance efficiency and finally the trained forces your community They are driven toward excellence.

To prevent or reduce the performance of the new skills and lack of knowledge among the staff that remains is one of the aspects of burnout, undoubtedly in-service training of staff through the renovation and reconstruction of knowledge and professional skills, has an important role in upgrading them.

The results of the importance and role of in-service training to improve employee communications once again acknowledge and highlight it. Because the relationship between individuals in the organization easier and more transparent and more away from the haze, have access to organizational goals and organizational productivity will be higher. In fact, the spirit of trust and cooperation and space among the employees in the Organization's success largely to the Nile to help set goals. With in-service training can be by providing a cross-call field staff communication with each other in the language learning environment is organized by people closer together and the relationship they have in relation to the horizontal and put more. Corporate communications professional with similar interests, reinforced in your employees feel that it created solidarity and loyalty to the Organization among the staff and increased staff participation in the increase of the level of the Organization and to promote the exchange of experiences in social streams and job will be. In-service training in order to understand the organizational goals of education and lead to increased efficiency of the organization. To achieve this desirable content the contents of in-service training and Exchange space, and this information can be helpful to track would this accomplish.

The results of the importance and the role of the education service in providing more favorable to clientele among the staff once again acknowledge and highlight it. Since the Organization's investment clientele and respect him, there is respect for the Organization and their satisfaction leads to survival and progress of the Organization would be, the importance of appropriate services and satisfy one of the basic principles and attitudes in any organization will be. On the other hand, as is the clientele for product quality and service received from the importance of the service is, how his satisfaction is and importance are. Inform employees about the importance of the position of the Organization in the achievement of the goals of the clientele is designated a particular importance is stressed. Also in this context the staff familiarization with needs of the clientele, providing the necessary assistance to them, and increase the sense of responsibility and set up fast at the same time, respect for the clientele to the position he is very essential because that's all this leads to an increase in the efficiency of the Organization will be. To achieve this desirable once more the role of in-service training more glaring.

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